



STATE OF HAWAII

Communications, Technical and Finance Meeting (Combined Meeting)

Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, February 11, 2016
10:00 am – 12:00 pm

Communications Committee members present: Steven Schutte (Chair), Thalia Burns (HPD), Davlynn Racadio (MPD), and Paul Ferreira (HiPD) and Lavina Taovao (KPD).

Communications Committee members absent: None.

Technical Committee members present: Thalia Burns (Chair), Clement Chan (DIT), Rob Gausepohl (KPD), John Jakubczak (MPD), Ah Lan Leong (HPD), Steven Schutte (Verizon), Eleni Papakiristis (Hawaiian Telcom), Antonio Ramirez (Akimeka), Jeff Riewer (AT&T Mobility), Kiman Wong (Oceanic Time Warner Cable) David Miyasaki (KPD), Gary Lum (HFD) and Marshall Kanehailua (HiPD).

Technical Committee members absent: Kenison Tejada (APCO/NENA Pacific Chapter).

Finance Committee members present: Kiman Wong (Chair), Lisa Hiraoka (Consumer Advocate designee), Mark Begley (Kauai County), and Paul Ferreira (HiPD), Randy Macadangdang (HPD) and Roy Irei (T-Mobile).

Finance Committee members absent: None.

Staff Members Present: Courtney Tagupa (E911), Kerry Yoneshige (DAGS) and Stella Kam (AG).

Guests: Victoria Garcia (DoD), Bonnie Young (MPD), Ryan Freitas (Hawaiian Telcom), Arnold Kishi (CIO designee), Travis Ing (Had), Diana Chun (ESD), Ben Morgan (Hawaiian Telcom), Allan Nagata (HPD), Wayne Hearse (SIC), Dean Rickard (MPD), Mark Wong (DIT), Annette Rausch (WEST), Mark Moran (WEST) and Agnes Lee (WEST).

Meeting Minutes

- I. Call to Order, Public Notice, Quorum
 - a. The meeting was called to order at 10:04 am.
 - b. Public notice has been issued.
 - c. Quorum was present for all committees.
- II. Public testimony on all agenda items
 - a. None
- III. Introductions
 - a. Introductions were made by everyone present at the request of Board Chair Paul Ferreira.
- IV. Review and Approval of Last Month's Meeting Minutes
 - a. Mr. Jeff Riewer motioned to approve the January 2016 meeting minutes. The motion was seconded and approved by voice vote by all Committee members present.
- V. Committee Updates by Committee Chairs
 - a. Communications Committee – Steven Schutte
Communications Committee Chair Steven Schutte asked Board Chair Paul Ferreira to provide an update on the prepaid legislation bill hearing from this morning.

i. 2016 Legislative Investigative Committee update – Paul Ferreira

1. Board Chair Paul Ferreira provided an update on the status of the prepaid bill. It came up before the PSM and CPH committees and was a very brief hearing. Board Chair Ferreira extended his appreciation to Mr. Kerry Yoneshige, as he provided most of the testimony for the bill on behalf of DAGS. He also extended his appreciation to agencies, organizations and individuals who submitted letters of support for the bill. The only questions that were raised during the hearing were from Senator Slom regarding how E911 bill in 2004 was formed, what the funds have been used for, how much is in the Fund annually and when will we see the surcharge ending, if anytime soon. Board Chair Ferreira's response to Senator Slom was that the Board cannot say if and when the surcharge will end and stated the Board may have a need to come back to the legislature and ask for an increase in the surcharge because we do not know if and when 9-1-1 technology will end. Right now we are not able to say the surcharge will go away. Board Chair Ferreira stated that in the previous two years the bill has appeared, it encountered no substantial opposition with

the Senate, it was only when crossover to the House that the bill died. He stated he is unaware if we will encounter those same issues again this year. He mentioned that Senator Baker has been very supportive and she gave introduction to bill regarding why it is needed in order to create parity between prepaid and postpaid users. The next committee hearing would be before Ways and Means before it crosses over to the House. Mr. Ferreira will announced when it has a date scheduled to appear before the WAM Committee and will send notice to everyone and ask for their support and testimony again.

b. Technical Committee – Thalia Burns

i. Investigative Regulatory Committee update – Marshall Kanehailua

1. Technical Committee Chair Ms. Thalia Burns acknowledged there is no update at this time.

ii. FCC update

1. Technical Committee Chair Ms. Thalia Burns acknowledged there is no update at this time.

iii. Text-to-911 update

1. Technical Committee Chair Ms. Thalia Burns provided an update that currently Hawaii Fire and Police, Kauai and Honolulu have soft launched Text-to-911, with the hopes that Maui will be coming on board shortly. Acting Major Allan Nagata has a presentation that he would like to do regarding texting. January 23, 2016 had a case involving an alleged suicidal female. There were approximately 96 incoming texts for Honolulu for month of January which included quite a few involving “my location” which we discussed in January. Something “kind of successful” and he will explain why “kind of” – month of February. January 23, 2016 case 0719 hours. Assuming it was male because he wanted to report his girlfriend wanted to commit suicide by jumping off the Miller St. bridge. He gave a complete description her clothes, bag, name, hair color and said they were in an argument. Asked if he wanted to make a voice call and provide his information. He said he couldn’t, that he was in a car, so he was non-cooperative on that point. Officers were sent an incoming text at 0719 hours. They went back and forth to get information, so it took about 6 minutes before officers could be dispatched. At 0731 hours the female was located. Officers didn’t find her initially because she was sitting in between parked cars. ALI for the texter was part of Waikamilo Rd. in D5 and got a hit for the reporting person. When officers interviewed the female, she said “I

said goodbye because we were ending our relationship, but I never said I was going to end my life.” She talked to HPD departmental psychologist and she was cleared and released because there was no threat to herself. The closed successful at 0745. Wanted to highlight minutes it took from texting to officer dispatch. **Ms. Ah Lan Leong** Update from “my location” at HPD incoming text will say “my location” in subject bubble. It is coming from My Location App. **Ms. Agnes Lee** – seeing primarily from Sprint phones on Galaxy devices. **Ms. Leong** – screeners will transfer to police call takers and when they do the transfer, all they get is a blank screen. No audit trail from what was said from the texter to screener, no location etc. Trying to get all dispatchers on board and how to identify this. Working with HT and WEST and they still see at least 1-2 each day. Did see something new this week kind of like “my location” but is an SOS text from AT&T. **Ms. Agnes Lee** – Text-to-9-1-1- teams realizing that the market is ripe for these location data apps. Developers make money having people use location apps that also have text functionality. It is not a true OTT app, because those we would be able to block through the TCC at WEST. These are just third-party apps that have texting capability but also give you on the really accurate location data but the problem and the reason seeing blank screens is due to non-standardized formatting. When TCC receives the text, it is not just normal characters, using errant formatting that the server cannot recognize, so it does not know what to send to the display. Until wireless providers determine to implement some type of standard as to what texting apps they will allow on their phones or through the Google Play and Apple apps available through those stores, this is something we will continue to see and acting differently than normal behavior for text-to-9-1-1. **Ms. Leong** – only thing unknown now is we don’t know if AT&T/SOS app is sending blank screen to call takers. **Ms. Bonnie Young** – inquired if caller in fact at Kaumalii and MacNeill and did it ping the exact location. **Ms. Thalia Burns** – he was at that general location. His texts gave us all the information throughout this texting process. Because of the call volume we were seeing these things popping up. Want to keep bringing up to all other agencies so when you see it, it is not a shock (SOS, My Location) so we are working through it. **A/C Jakubczak** – asked is that normal time about five minutes lag from incoming texts before officers are dispatched. **Ms. Burns** – yes. Texting info from call

screeners not transferring over to call taker, so have to go and hunt for it so to speak. **Ms. Leong** – should be seeing the full transcript when it comes over to the call taker, but it is not. All info taken from texter to call screener does not come over. HPD is only ones with screeners, but Big Island operates similarly where they hand over to Fire. Mr. Irei told Thalia that they will try and work with them regarding this issue. As soon as Maui comes on board with text-to-9-1-1, we will start working on public education campaign and how to address these issues that the agencies have experienced through the soft launch process.

iv. **Request for approval:**

1. **HPD (2) - Smart911 Summit and Training; Boston, MA, May 9-12, 2016 - \$5,200.**

MPD Assistant Chief John Jakubczak made a motion to approve the two personnel from HPD to attend the Smart 911 Summit and Training subject to funding approval from the Finance Committee and final approval by the full Board. Acting Major Allan Nagata stated during this particular summit they will hold a meeting with all Directors in nation for Smart911 and address how we may better improve the service. The motion was seconded and approved by voice vote by all Technical Committee members present.

2. **Board member (1) - IWCE Conference, Las Vegas, NV, March 21-25, 2016 - \$2,500.**

MPD Assistant Chief John Jakubczak made a motion to approve one Board member to attend the IWCE Conference subject to funding approval by the Finance Committee and final approval by the full Board. This request is to attend a network infrastructure component that has been added on to this year's convention. The motion was seconded and approved by voice vote by all Technical Committee members present.

v. **Others**

There were no other items for discussion.

c. **Finance Committee – Kiman Wong**

i. **Review of Monthly Cash Flow & Budget Financial Reports.**

1. Finance Committee Chair Kiman Wong provided the following statistics for the month ending January 31, 2016:
Monthly Receipts - \$409,269 (lower than normal – there was a payment that came in a day after the cutoff for the month and will be reflected in next month's analysis)
Disbursements - \$485,817 (normal for this time period)

Net Receipts - \$76,548 (this amount was a deficit for the month due to the delayed receipt of over \$400,000)

Net Bank Balance - \$17,547,862

Unencumbered Bank Balance - \$12,797,580

The Executive Director stated that on page 13 of the Monthly Cash Flow and Budget Reports, there is a listing of checks that were made payable to the State of Hawaii that required only one signature, as discussed at the January 2016 meetings and approved pending the final discussion and opinion from the auditor. The auditor had no issue with checks under \$10,000 with one signature made payable to the State of Hawaii, but recommended that we list these checks on a monthly basis for transparency. The three authorized signatories are Mr. Ryan Freitas, Mr. Kiman Wong and Mr. Jeffrey Ono. Checks made payable to the State of Hawaii can be signed by one of these individuals and they will be processed. This item will also be addressed in the E911 Board Meeting.

ii. Request for funding approval:

1. **HPD (2) - Smart911 Summit and Training; Boston, MA, May 9-12, 2016 - \$5,200.**

Mr. Roy Irei made a motion to approve the two personnel from HPD to attend the Smart911 Summit and Training in Boston subject to final approval by the full Board. The motion was seconded and approved by voice vote by all Finance Committee members present.

2. **Board member (1) - IWCE Conference, Las Vegas, NV, March 21-25, 2016 - \$2,500.**

Mr. Roy Irei made a motion to approve one Board member to attend the IWCE Conference in Las Vegas subject to final approval by the full Board. The motion was seconded and approved by voice vote by all Finance Committee members present.

iii. Review of response from CPA auditor on amendment of signatory requirement for checks made payable to the State of Hawaii.

The Executive Director stated that the auditors had no issue with checks under \$10,000 with one signature that are made payable to the State of Hawaii, but recommended that we list these checks on a monthly basis for transparency. The three signatories authorized are Mr. Ryan Freitas, Mr. Kiman Wong and Mr. Jeffrey Ono. The checks may be signed by one of these individuals and they will be processed. There were no further questions or discussion on this item.

iv. Others.

Finance Chair Wong acknowledged there were no other items

for discussion.

VI. PSAP Status Updates

a. Kauai – Mark Begley

- i. Kauai Police Department Assistant Chief Rob Gausepohl announced they have arranged for in-service and recruit training with 911trainer.com for their dispatchers. They are still working on their Text-to-911 contract as there was an issue with multi-term language. The contract is with HT legal at this time and they are hopeful it will move forward shortly. He also extended appreciation to Board Chair Ferreira for his assistance with the prepaid legislation and assistance with the preparation of testimony.

b. Oahu – Allan Nagata

- i. Honolulu Police Department Acting Major Allan Nagata provided an update on Smart911 with a detailed breakdown of accounts. The Board funds Smart911 and they are extremely grateful. They started to register accounts in July 2015 and they started giving presentations to Office of Language Access, HI School for Deaf and Blind and the Department of Education. HPD wanted to establish their partners before the official launch. In August, they partnered with Hawaii State Library, the Department of the Prosecuting Attorney and the Hawaiian Humane Society, as Smart911 is great for pet lovers as well. You can put a photo of your pet in your Smart911 profile and they received 201 account registrations that day. The goal is to one day have Smart 911 launch statewide and they can put up posters and flyers on the neighbor islands. On September 9, 2015, the official launch date, a total of 1,393 accounts were created. HPD kept the momentum for Smart911 up and October brought 246 new accounts, November 138 new accounts, and December totaled 90 new accounts. They ended the year with a total of 2,165 accounts. Officers of HPD Community Policing Team programs were training in Smart911 and gave Smart911 presentations to the public with senior centers as well as at various community function programs, so they were instrumental in the creation of new accounts. Smart911/Rave Mobile Safety gave HPD a comparable city and after 2.5 years of service this comparable city had 10,000 accounts. They believe they are doing well for only four months of services will continue to keep the momentum. At end of 2015, we went to Department of Health and spoke to the Mental Health Division and their administrator because it can be great with individuals with mental health issues. If HPD has information in Smart911 regarding an individual with mental health issues and is aware ahead of time

what they may be dealing with, they can determine whether to send a supervisor and/or multiple units. Some mental health issues do not involve law enforcement and may only be an EMS issue. They also presented Smart911 with the Department of Education with their administration in addition to the Hawaii School for the Deaf and Blind. They also were featured in article for the Hawaii Herald Newspaper that caters to the kupuna Asian population. They also gave a presentation for HGEA's bargaining unit 3 for city and state employees on the island of Oahu and were invited back to give another presentation for bargaining unit 13. Ms. Thalia Burns and Acting Major Nagata were guests on the Perry & Price radio show on January 3, 2016. They also have another radio show scheduled with the wake up crew on Island 98.5 to reach the younger demographic.

HFD Battalion Chief Gary Lum inquired as to how do First Responders access Smart911 information and if it is accessible on mobile device. Acting Major Nagata stated yes, the information is accessed on mobile data computers and First Responders have a portal and they are given ticket numbers. Mr. Tony Ramirez asked Acting Major Nagata if he expects Smart 911 enrollment numbers to climb when we announce Text-to-9-1-1? Acting Major Nagata stated that when they presented Smart911 they also gave Text-to-9-1-1 presentation and they hope their Smart 911 enrollment numbers climb.

A/C Randy Macadangdang – CPT's are helping out across the island, but the majority of the work is being done by Acting Major Nagata, Ms. Burns and Ms. Ah Lan Leong. He is proud to announce because of all the hard work Acting Major Nagata has done, he will officially be promoted to the rank of Major in February 2016 and he is thankful that Acting Major Nagata will stay with their department. Acting Major Nagata thanked Ms. Burns and Ms. Leong for their individual and team efforts.

Oahu – Honolulu Fire Dispatch Battalion Chief Gary Lum – B/C Lum announced they are receiving calls from mainland alarm monitoring companies on the non-emergency line. HFD is trying to steer them to the 911 line, but inquired if anyone knew of a statute or ordinance that requires the alarm companies to use the 911 to report these types of emergencies. **Mr. Tony Ramirez** responded there was not much a statute, it is encouraged for them to follow that procedure but it does require coordination with the alarm companies to contact with Hawaiian Telcom to enter some RCF so they can put in the location information. **B/C Lum** responded that they have been pointing the companies to Steven Douglas, but HFD would like additional leverage. **Mr. Ramirez** stated that networking solutions exist and HT has had experience with this before, but the companies

need to touch base with the right people at HT in order to ensure ALI and MSAG can take place so that the location information comes across with that alarm call information.

c. Molokai–Dean Rickard

- i. Maui Police Department Deputy Chief Dean Rickard announced they are still finalizing their Text-to-9-1-1 contract. It encountered some technical issues, but it is presently with Finance.

d. Maui–John Jakubczak

- i. Maui Police Department Assistant Chief John Jakubczak announced the Text-to-9-1-1 contract has moved forward to Hawaiian Telcom and MPD are waiting on the final signatures from HT. Once it is signed, the contract should move forward quickly. He clarified that the Text-to-9-1-1 contract is for both Maui and Molokai. He announced that MPD has also submitted paperwork to their corporate counsel, finance and purchasing divisions regarding getting the Kihei secondary site up and running. This continues to be an ongoing process.

e. Hawaii–Paul Ferreira

- i. Hawaii Police Department Acting Lieutenant Travis Ing announced that HiPD and HiFD soft launched Text-to-9-1-1 on February 1, 2016 at 0830. At about 1230 hours, they received their first text that was a blank text. They responded to the texter and said “sorry, it was a pocket text.” It was an AT&T text that did plot via location services. They also received two blank texts yesterday that came in that did not require police assistance. With AT&T specifically, a blank text will read to the dispatcher as a “null” text. They also tried to blank text with AT&T duplicated this in testing. They have not come across the issues like HPD with the “my location”. They tried to duplicate with Verizon and it will let you text a blank text that shows just a blank bubble that comes through on the screen. They have had three so far but none of them required police assistance. On February 1, 2016, they also started a new class of four dispatchers and watched the Text-to-9-1-1 launch. They spent their first week observing dispatchers so they get to see what the job will be like versus starting them off in the classroom. The veteran dispatchers were very welcoming to the new recruits. **Mr. Ramirez** – he was in HI to assist Acting Lt. Travis Ing with launch and wanted to talk about testing with carriers. Testing done with Sprint with the caller inside the PSAP at the time, but it plotted out on Saddle Road. T-Mobile, was also course location a few miles away from the PSAP. It was pretty close to where the centroid would have been if it had been displayed on the mapping display. Did notice with AT&T and Verizon it was a very accurate plot. On AT&T, it plotted in the parking lot outside the PSAP, which is in accordance with the 50 meter requirement of FCC 15-9. With

Verizon, plotted on front parking lot, also in accordance with the 50 meter requirement. Believes the call would have plotted more accurately had the caller been texting from outside the building due to the interference from the building. Need to encourage other carriers if you don't have location based services turned on, please turn them on because it is working. Acknowledged successful test and Acting Lt. Ing's great job. With non-emergency text, they did notice it did take quite a bit of time (6-7 minutes) for the texting and responses. It was also announced that there will be a new Lieutenant in dispatch next month.

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update.
 - i. The Board Chair requested that the PSAPs report any timeline updates to be posted on the 911 website to the Executive Director.
- b. Others.
 - i. There were no other items for discussion.

VIII. Announcements

- a. Meeting dates (10:00am – 12:00noon):
 - i. Thursday, March 10, 2016 (Combined meeting) – **DLNR Board Room 132**
 - ii. **Tuesday**, April 12, 2016 (Combined meeting)
 - iii. Thursday, May 12, 2016 (Combined meeting)
 - iv. Thursday, June 9, 2016 (Combined meeting)
- b. Others - Advance Notice: 2016 NENA & NASNA Conferences (Indianapolis, IN, June 11- 16, 2016).
- c. **Victoria Garcia – FirstNet Update**
 - i. FirstNet has published their RFP. If anyone has not seen it, it is available online for review. If you or anyone from your agency have questions, they are due tomorrow and noted on FirstNet's website. FirstNet will have an upcoming programmatic environmental impact statement meeting on March 21, 2016 in Hawaii. Ms. Garcia will pass on the announcement to the Executive Director to disseminate to everyone.
 - ii. **Regarding the Statewide Communications Implementation Plan (SCIP)**

1. We have not had a SCIP plan in Hawaii since 2012. The plan aims to set out statewide public safety communications actions for the next three years. In September 2015, a workshop was held and many of the Enhanced 911 Board members participated. Ms. Garcia is very happy that members of the Board are attending the meetings and contributing to overall group synergy. Ms. Davlynn Racadio also participated in the workshop and as a result of her input into that plan we are ensuring communication with 911 regarding issues that arise regarding public safety communications. When the plan document is approved by Adjutant General, Ms. Garcia will ensure it is sent out and disseminated to everyone. It is a long-term planning document and her hopes are that we participate in task forces and she can take this back to the Statewide Interoperability Executive Board once it is formed. The Enhanced 911 Board is a good model regarding information sharing with all of the PSAP and agencies.

iii. Mr. Tony Ramirez made an announcement that the three federal laws that are controlling what happens with the 911 system have all been rewritten and updated. They look nothing like the laws that were in place when the Board was formed. They have all new information regarding location services and the biggest emphasis is on parity and protection for consumers (one carrier cannot charge more for 911 services than another). The three laws are The E911 Act of 1999, The Enhanced 911 Act of 2004, The New and Emerging Technologies 911 Improvement Act of 2008 have been rewritten and he strongly suggests to review them.

IX. Open Forum: Public comment on issues not on the agenda for consideration for Committee meeting agenda at the next meeting.

i. The Board Chair asked if there was anyone who wishes to comment on issues not on the agenda for consideration for the agenda at the next Board meeting to please come forward. No one responded.

X. Adjournment

i. The meeting was adjourned at 10:53 am.